

General Information 3/8/10

Insurance and Liability - The City of Reno Parks, Recreation & Community Services Department does not provide hospital or medical insurance coverage or assume responsibility for injury to any participants in its programs. Participants are encouraged to obtain their own insurance coverage prior to the start of any program and to consult with a physician before participating in any strenuous activity.

Photos - City of Reno may take photos/video of participants in sponsored programs/parks. Photos are for City use only and may be used in promotional materials and internal communication. If you do not want yourself or your child photographed, please notify the Administration Office in writing.

Access for All - We welcome all individuals/families to participate and enjoy programs/facilities regardless of race, age, color, religion, sex, sexual orientation, national origin, or disability. If you or family members require a reasonable accommodation to participate in a program, please call a minimum of **five business days** prior to the start of the program. Upon notification, efforts will be made to accommodate your request. If you have any questions or need additional information please contact the Inclusion Services staff at 775-334-2262. Hearing impaired persons can use Nevada Relay dial 711.

Scholarships - Everyone should have the opportunity to improve their quality of life through recreational experiences. A fee assistance program may be available to those who qualify based on income requirements. The Scholarship Form(s) and supporting documentation must be submitted two weeks prior to program date.

Payments, Refunds, Transfers and Credits

Payments

Full payment is required at the time of registration, in advance, prior to the use of programs, services or facilities.

Payment will not be accepted on site for any class or program. We do not bill for services.

Services will not be provided to customers with delinquent accounts.

A charge of \$25 will be applied to all returned checks. Program fees are not pro-rated for unused classes.

YOUTH - Sierra Kids & Camps (Vacation Station allows same day registration): Payments are required by the **Thursday** preceding the week of the program. Courtesy late registration fee (\$25) available after thursday. NO exceptions will be made. No credits or refunds will be issued for missed, sick, suspended or snow days.

Program Hours - Children are not allowed in the building before designated hours. Late pickup fees are \$1.00 a minute (per child) after program conclusion and payment is required within 24 hours.

Refunds or Credits

A Request for Refund, Transfer and Credit Form must be received by the criteria deadlines listed below.

Customer requested refunds will be charged an administration fee of \$10 per activity (not charged on credits or transfers).

Sierra Kids, Youth Camps and Vacation Station: Refund must be requested by the Thursday preceding the week of the program. No credits or refunds will be issued for missed, sick, suspended or snow days.

Recreation, Aquatic Classes and Passes: (more than one class meeting): Must be requested before the second class meeting. Some classes may require more advance notice.

Workshops: Must be requested one week prior to the program date. Some may require more advance notice.

Leagues: Must be requested prior to the last date of league registration.

Class Materials: No credits, transfers or refunds will be issued for class materials.

General YOUTH Program Information

A Household Account Form & Participant Information Form (Camps & Sierra Kids) must be completed prior to attending any program. Inform site staff and Administration Office of any information changes that occur during the program.

Parent Handbook is available to all parents/guardians. Please read and enforce the City of Reno Youth Services parent handbook to ensure the health and safety of all children participating in the program. Please call the Youth Office at 334-4280 for info.

Below is for quick reference, please see Parent Handbook for the complete list of policies & procedures.

Sunscreen - Please provide "spray on" sunscreen for your child in all programs.

Movies - The City of Reno staff may take children to G or PG rated movies. Movie name will be posted day of viewing.

Sign In/Out - Parents, guardians and authorized individuals listed on the Participant Information Form are required to escort and sign child in/out from the program daily. A picture ID will be required of all individuals picking up your child. All changes and additions to this Participant Information Form require a new form be completed by a legal guardian. Request for a one time emergency participant pickup must be done in writing in person or FAX child's name, school/camp site, date and who will be picking up along with your signature and parent ID to the Youth Office at 321-8347. Phone changes will not be accepted.

Medication - Staff will not administer or distribute any medication at any time.

Program Hours - Children are not allowed in the building before designated hours.

Discipline Report and Policy - In order to guarantee all children an active, positive and safe recreational opportunity, inappropriate behavior will not be allowed. If there are behavior problems that cannot be resolved at the staff level a discipline report will be given to the parent. Examples include, but are not limited to: abusive language/inappropriate gestures, fighting/assault, disrespect of staff or property, stealing and/or other disruptive and outrageous behaviors. *Any child inflicting physical harm on another child or leader will be suspended from the program immediately.*

Zero Tolerance - If you have concerns or questions about our programs, please address staff in an appropriate and calm manner. The City of Reno has a zero tolerance policy of work place violence, physical force, harassment, intimidation, or abuse of power or authority.